



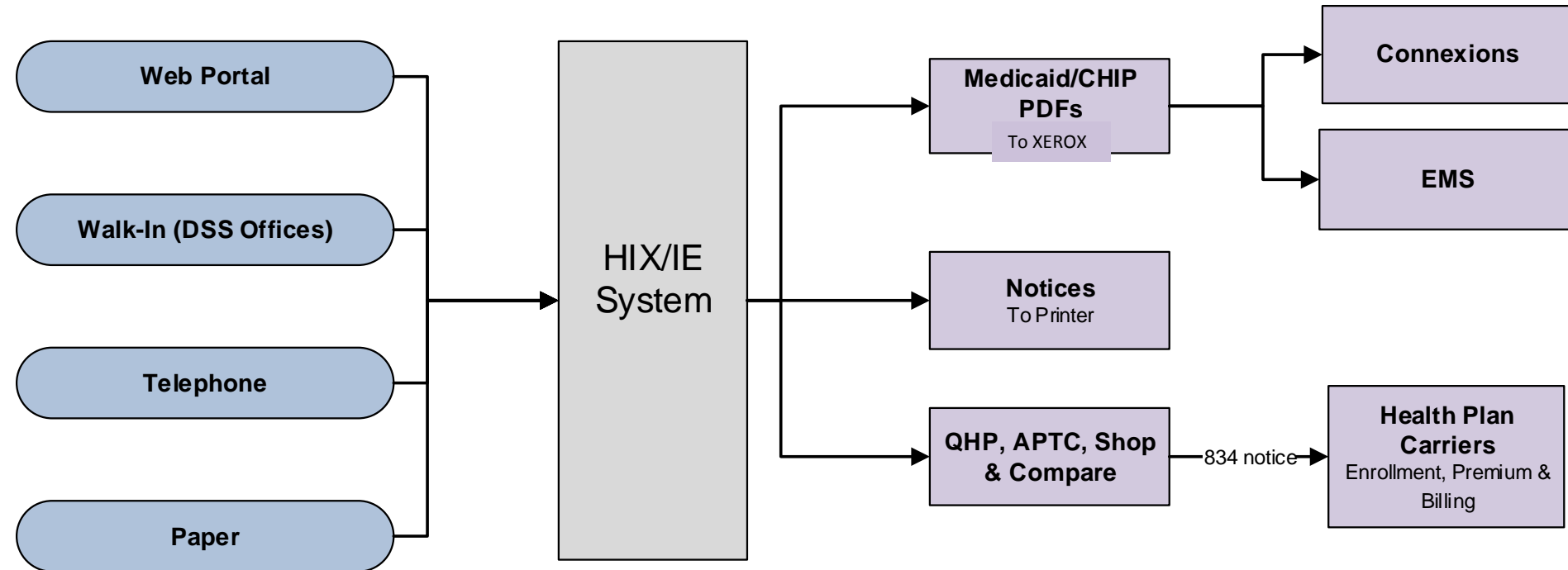
Connecticut's Health Insurance Marketplace

Enrollment Process

Council on Medical Assistance
Program Oversight

May 8, 2015

How to Enroll - “No Wrong Door” Approach



Call Center Overview

- The Call Center also has transfer points in its Interactive Voice Response (IVR) between AHCT and DSS, OHA, CID and Health Insurance Carriers
 - Call Center offers an integrated tiered approach to servicing calls
 - Tier 1 – Maximus
 - Tier 2-3 – AHCT IRD
- Common Questions:
 - Applying for Coverage
 - Application Status
 - Verification Status

March 2015

Calls Offered 121,786

Calls Answered 112,793

Abandonment Rate
(Hanging up after ≥ 20 sec) 4.33%

Average Answer Delay 1 min 24 sec

Maximus Call Center

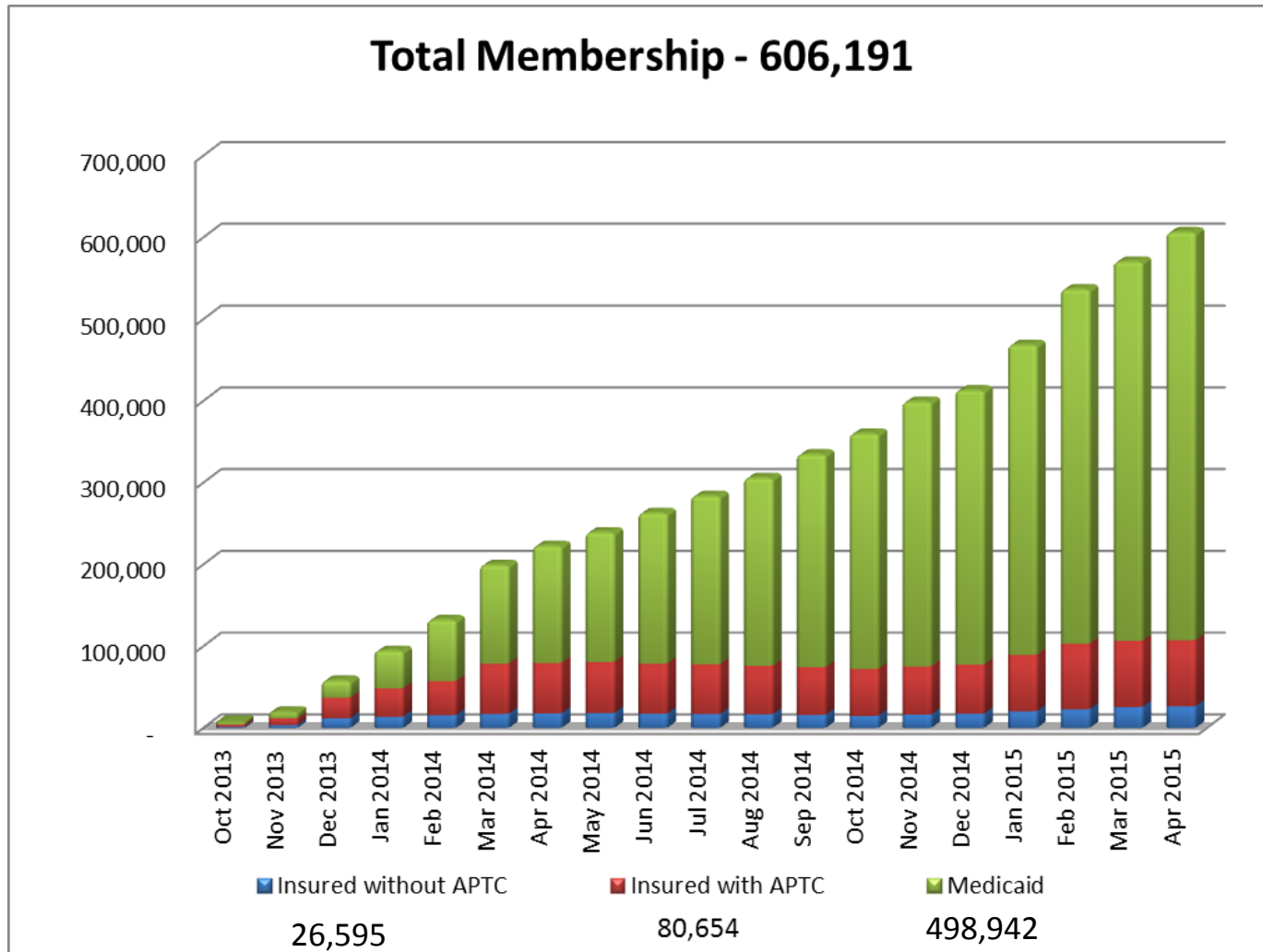
Types of Calls	<ul style="list-style-type: none"> General Inquiries, FAQs Application Assistance & Processing <ul style="list-style-type: none"> QHPs, Husky A, B, and D Medicaid Re-determinations & QHP Renewals Case Maintenance (demographic changes) Complaints Receipt and Resolution Exemptions and Appeals AHCT System Technical Support (password resets) Paper Application Requests
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Locations	<ul style="list-style-type: none"> Hartford, CT New York, NY Atlanta, GA Chicago, IL
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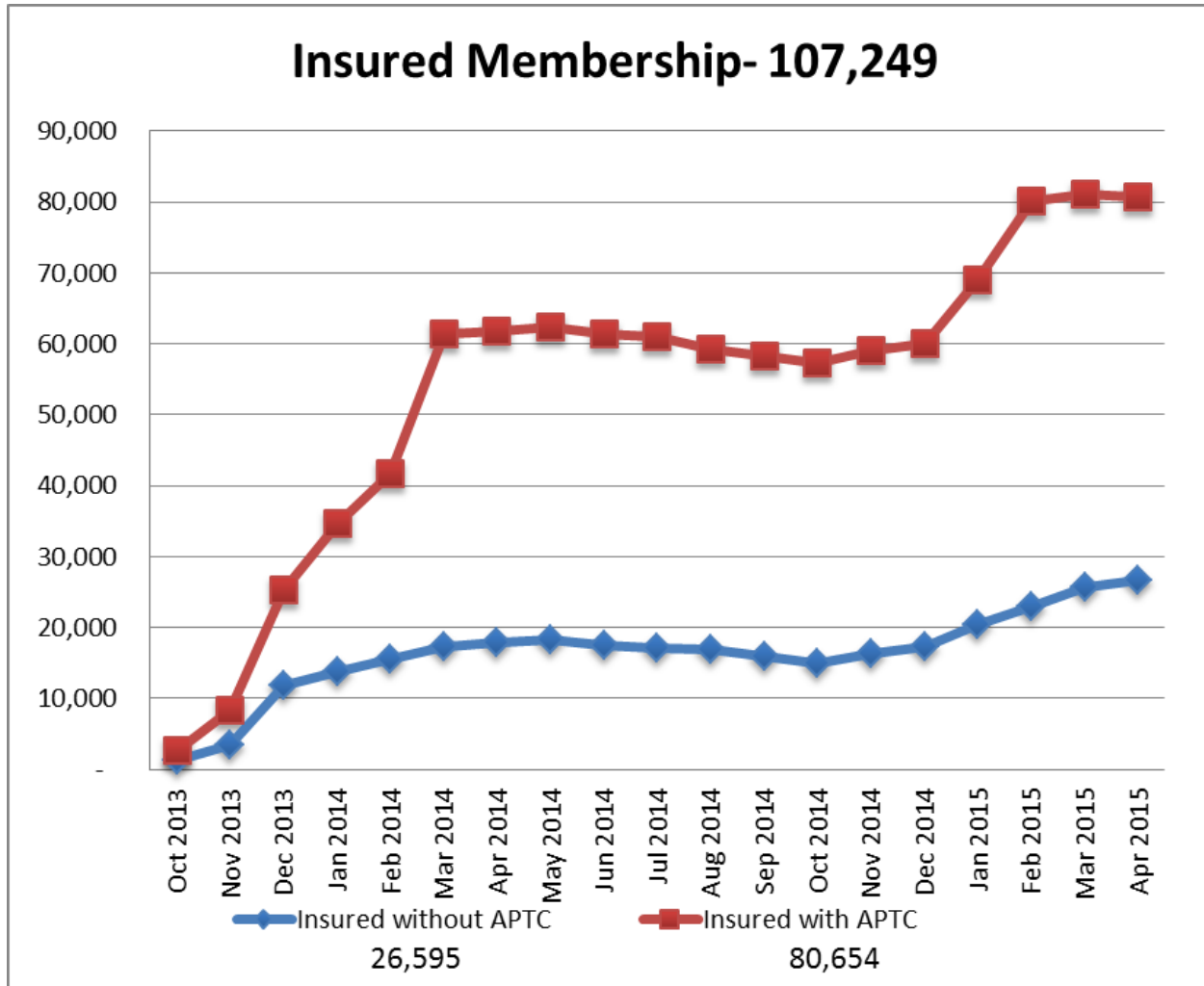
Core Functionality	<ul style="list-style-type: none"> IVR CRM Telephony Infrastructure (ACD, Skill-based Routing) Warm & Cold Transfers Inbound & Outbound Calls (Manual & Robocalls)
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Languages	English, Spanish, TTY, & Language Line
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Processed Applications



Processed Applications



Processed Applications

Medicaid Program Membership

